

Initiative	<b>Disaster Recovery</b>
Description	<p>This is a very active, multifaceted initiative, which is moving forward on several fronts. The business continuity/disaster recovery process can be broken into a series of steps.</p> <ol style="list-style-type: none"> <li>1) The first step is the initial incident response to a developing disaster or crisis.</li> <li>2) The second step is the decision whether to activate the Continuity Of Operations Plan, which will begin either an internal recovery or a disaster declaration, with activation of the recovery process at our SunGard hot sites.</li> <li>3) The third step is to actually complete the initial recovery to the hot sites.</li> <li>4) The fourth step is to move operations from the hot site to a cold site, six weeks later (if necessary).</li> <li>5) The fifth step is to build/rebuild the permanent site.</li> <li>6) The sixth step is to get the data center moved back to the permanent site, and return operations to normal.</li> <li>7) Of course, a step that should come both before and after all the others includes the everyday business and planning processes necessary for recovery, such as archive/restore, hardware and software inventory management, personnel management, recovery plan audits and updates, etc.</li> </ol> <p>Currently, this initiative involves work on Steps 1,2,3 and 7. A joint team has been formed with IDOA to determine what initial response should be made to an incident affecting DoIT. Personnel from DoIT and ITOC are coordinating with the COOP planning process, which will address recovery of state government operations as a whole. DoIT's portion of this plan is currently being developed. In addition, DoIT's recovery plan is also being updated, and a series of amendments have just been made to the SunGard contract, as a result. Initial discussions are also underway about Step 7 processes, such as inventory management, and remote replication.</p> <p>Future activities in this initiative will include the following:</p> <ol style="list-style-type: none"> <li>1. Finalization and testing of the initial response process, and procurement of emergency communications equipment for DoIT staff, which is compatible with the equipment used by IDOA and SEMA.</li> <li>2. Finalization of the coordinated COOP, which will establish where DoIT's customer agencies will move in a disaster, how they will connect to the relocated data center, and what</li> </ol>

	<p>priorities DoIT should follow in recovering their applications.</p> <ol style="list-style-type: none"> <li>3. Finalization of an updated Business Continuity Plan for DoIT, which is in the form of a MS Project template that can be customized and used to manage any future disaster drills and actual incidents.</li> <li>4. Further updates to the SunGard contract, which will add recently developed state functions to the coverage, and implement a yearly audit process to keep the coverage up to date.</li> <li>5. Implementation of direct linkages between the Business Continuity Plan and asset and personnel management software tools, such as the GMIS system and the Altaris Suite.</li> <li>6. Discussions with Purdue, and/or with State Police concerning mutual sharing of data center space for remote replication services, and installation of a “hitching post” containing the communications linkages required for a mobile recovery site.</li> </ol>	
Support of goal(s)	6. Customer Service: This initiative will minimize the disruption of service to the customer agencies in the event of a disaster.	
Person / agency responsible	Chris Newlon Ron Baker	DoIT DoIT
Other agencies / areas involved	<p>IDOA</p> <p>SEMA/Titan</p> <p>DoIT/ITOC</p> <p>DoIT Customers (FSSA and Health)</p> <p>SunGard</p>	<p>A combined group of DoIT and IDOA Facilities Management representatives has been formed to handle initial incident response.</p> <p>These people are coordinating the COOP planning process, which will address what happens after the initial incident response.</p> <p>Each internal section will play some role in a disaster recovery. Each will be represented on the recovery planning team.</p> <p>These agencies have mission-critical applications in DoIT’s data center. They will also be represented on the recovery planning team.</p> <p>This is DoIT’s disaster recovery</p>

	<p>contractor. They will be responsible for providing both a hot site, and a cold site for recovery of the data center.</p> <p>State Police/Purdue? Second alternate IT office site in the Lafayette area. There is some possibility of establishing a permanent replication site at Purdue's data center.</p> <p>IntelNet/IHETS Some coordination is necessary on network issues. Eventually, there may be a comprehensive plan drawn up to cover network contingencies, possibly by SunGard in coordination with the COOP process.</p>
Milestones and completion date	<p>IDOA Emergency Response Team Created 7/30/03</p> <p>DoIT Disaster Plan "Projectized" 8/1/03</p> <p>SunGard Contract Extension Signed 8/22/03</p> <p>Initial Response Plan Finalized and Tested 10/31/03</p> <p>Emergency Communications Equipment Procured 12/31/03</p> <p>Contract Amendments Completed and in Effect 12/31/03</p> <p>COOP Finalized Unknown (External to DoIT)</p> <p>Internal DoIT Recovery Plan Updated and Tested 1/31/04</p> <p>Linkages Completed to GMIS and Altaris 3/31/04</p> <p>Replication Site Agreement 7/1/04</p>

	Implemented
	Hitching Post Installed for 7/1/04 Mobile Recovery Site